



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/532,208	03/22/2000	Douglas A. Hahn	064198.0152(A00554)	8536

31625 7590 06/04/2004

BAKER BOTTS L.L.P.
PATENT DEPARTMENT
98 SAN JACINTO BLVD., SUITE 1500
AUSTIN, TX 78701-4039

EXAMINER

BUI, BING Q

ART UNIT	PAPER NUMBER
2642	14

DATE MAILED: 06/04/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/532,208

Applicant(s)

HAHN ET AL.

Examiner

Bing Q Bui

Art Unit

2642

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 26 April 2004.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 17-38 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☒ Claim(s) 17 is/are allowed.
- 6) ☒ Claim(s) 18,20-23,29,31-33,35 and 36 is/are rejected.
- 7) ☒ Claim(s) 19,24-28,30,34,37 and 38 is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 17 October 2003 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. Claims 17-38 are pending in the application for examination.

Allowable Subject Matter

2. The indicated allowability of claims 18-38 is withdrawn in view of the newly discovered references to Costello et al (US Pat No. 4,510,351) and Charalambous et al (US Pat No. 5,530,744). Rejections based on the newly cited references follow.

Claim Rejections - 35 USC § 103

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of

Art Unit: 2642

the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).

4. Claims 18, 20-23, 29, 31-33 and 35-36 are rejected under 35 U.S.C. 103(a) as being unpatentable over Costello et al (US Pat No. 4,510,351) in view of Charalambous et al (US Pat No. 5,530,744), herein after referred as Costello and Charalambous.

Regarding claim 18, Costello teaches a method for providing status information (see Fig. 12 which is displayed in terminal "202" of Fig. 1) of one or more automatic call distributors (ACDs) such as SI-1 – Sn-n in a network of ACD, the method comprising:

automatically retrieving traffic load information (see Fig 12) from an ACD in real-time, wherein the traffic load information includes data for multiple trunk groups (see Fig. 12, TB/NT column) connected to the ACD (see Abstract and col. 1, ln 65 – col. 2, ln 22);

generating graphical representations of respective traffic loads for the multiple trunk groups, based on the traffic load information from the ACD (see Abstract; Figs 6 and 12; and col. 5, ln 65 – col. 6, ln 29) ; and

presenting the graphical representations of respective traffic loads for the multiple trunk groups in a graphical user interface (see Abstract; Figs 6 and 12; and col. 5, ln 65 – col. 6, ln 29).

As cited above, Costello teaches the traffic load information is automatically retrieved in real-time instead of on a periodic basic. However, Charalambous teaches the traffic load information is automatically retrieved in real-time instead of on a periodic basic (see Abstract and col. 8, lns 49 – 65). Therefore, integrating Charalambous's teachings into the ACD management information system of Costello would have been obvious for effectively managing the ACDs' activities.

Regarding claim 20, Costello further teaches the operation of automatically retrieving traffic load information from an ACD comprises: automatically retrieving traffic load information for an inbound trunk group connected to the ACD; and automatically retrieving traffic load information for an outbound trunk group connected to the ACD (see Figs 6 and 12; and col. 10, ln 23 - col. 11, ln 56).

Regarding claim 21, Costello further teaches the operation of automatically retrieving traffic load information from art ACD comprises: automatically retrieving traffic load information for an inter-machine trunk (IMT) that interconnects the ACD with a second ACD (see Figs 6 and 12; and col. 10, ln 23 - col. 11, ln 56).

Regarding claim 22, Costello further teaches the operation of presenting the graphical representations in a graphical user interface comprises: presenting a graphical representation of traffic load for the inbound trunk group in the graphical user interface; presenting a graphical representation of traffic load for the outbound trunk

Art Unit: 2642

group in the graphical user interface; and presenting a graphical representation of traffic load for the IMT in the graphical user interface (see Figs 6 and 12; and col. 10, ln 23 - col. 11, ln 56).

Regarding claim 23, Costello further teaches:

the operation of generating graphical representations of respective traffic loads comprises generating multiple bar graphs to depict respective traffic loads for the multiple trunk groups, based on the traffic load information from the ACD (see Abstract; Figs 6 and 12; and col. 5, ln 65 – col. 6, ln 29); and

the operation of presenting the graphical representations in a graphical user interface comprises presenting the multiple bar graphs in the graphical user interface (see Abstract; Figs 6 and 12; and col. 5, ln 65 – col. 6, ln 29).

Regarding claim 29, Costello further teaches the step of displaying information pertaining to a call center in the graphical user interface, wherein the information pertaining to the call center comprises agent staffing levels and call answering time would be obvious since it is well known in the art (see Figs 6 and 12; and col. 10, ln 23 - col. 11, ln 56).

Regarding claim 31, Costello further teaches the presenting a graphical representation of a traffic load for an interactive voice response (IVR) unit in the graphical user interface. (see Abstract; Figs 6 and 12; and col. 5, ln 65 – col. 6, ln 29).

Regarding claim 32, Costello further teaches the presenting data pertaining to an expansion port network (EPN) on a display device (see Abstract; Figs 6 and 12; and col. 5, ln 65 – col. 6, ln 29).

Art Unit: 2642

As to claim 33, it is rejected for the same reasons set forth to rejecting claim 18 above, since claim 33 is merely a system for implementing the method defined in the method claim 18.

As to claim 35, it is rejected for the same reasons set forth to rejecting claim 21 above, since claim 35 is merely a system for implementing the method defined in the method claim 21.

As to claim 36, it is rejected for the same reasons set forth to rejecting claims 20-21 above, since claim 36 is merely a system for implementing the method defined in the method claims 20-21.

Allowable Subject Matter

5. Claim 17 is allowed.
6. Claims 19, 24-28, 30, 34 and 37-38 are objected to as being dependent upon a rejected base claim, but would be allowable if rewritten in independent form including all of the limitations of the base claim and any intervening claims.

Conclusion

7. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

The following patents are cited to further show the state of the art in general:

U.S. Pat. No. 5153909

U.S. Pat. No. 5590188

Art Unit: 2642

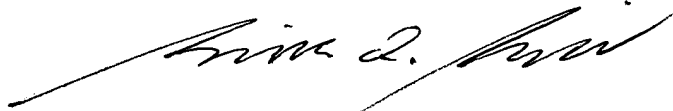
8. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Bing Bui whose telephone number is (703) 308-5858. The examiner can normally be reached on Monday through Thursday from 7:30 to 5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is (703) 872-9306 and for formal communications intended for entry (please label the response

EXPEDITED PROCEDURE) or for informal or draft communications not intended for entry (please label the response "PROPOSED" or "DRAFT").

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 305-4700.

Paper Number : 14

A handwritten signature in black ink, appearing to read 'Bing Q. Bui', written in a cursive style.

Bing Q. Bui
Primary Examiner